

EMOTIONAL INTELLIGENCE EDUCATION PROGRAM

Head-Heart-Hands: Memory Aid

Caregivers' unique experiences are shaped by their head, heart, and hands



**HEAD**  
Thinking

**HEART**  
Feeling

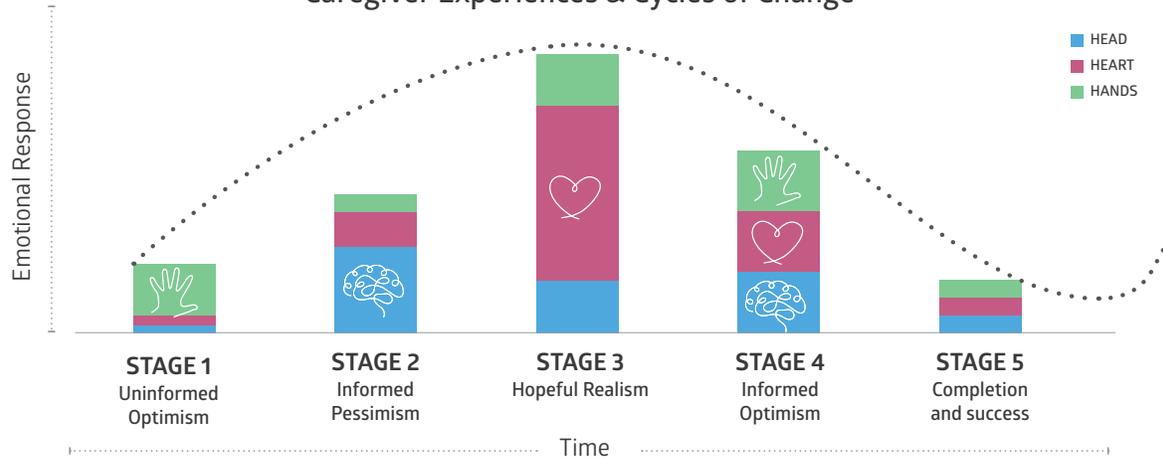
**HANDS**  
Doing

 <b>HEAD</b> What do caregivers need to know and understand about their caring role	<b>Caregivers want to know:</b>	<b>🔍 Questions providers can ask</b>
	<ul style="list-style-type: none"> <li>• About the diagnosis, prognosis, and plan of care</li> <li>• What their role is and how they can be involved</li> <li>• What to expect</li> <li>• Who to call if they need help</li> </ul>	<ul style="list-style-type: none"> <li>• What information do you need?</li> <li>• How can I help you feel more confident?</li> <li>• Do you understand the diagnosis and prognosis?</li> <li>• Do you know who is involved in the care and how to contact them?</li> </ul>

 <b>HEART</b> How do caregivers feel about their caring role	<b>Caregiver may feel:</b>	<b>🔍 Questions providers can ask</b>
	<ul style="list-style-type: none"> <li>• Anxious about the future</li> <li>• Worried about their ability to take on a caring role</li> <li>• Tired and overwhelmed</li> <li>• Lonely and grieving</li> </ul>	<ul style="list-style-type: none"> <li>• What do you expect to happen in the future?</li> <li>• How do you feel about your role as a caregiver?</li> <li>• How are you doing?</li> <li>• How has this made you feel?</li> </ul>

 <b>HANDS</b> What skills or actions do caregivers want as part of their caring role	<b>Caregiver may want to:</b>	<b>🔍 Questions providers can ask</b>
	<ul style="list-style-type: none"> <li>• Advocate for their loved-one</li> <li>• Be part of the care team</li> <li>• Learn new skills</li> <li>• Coordinate and manage services</li> </ul>	<ul style="list-style-type: none"> <li>• Do you know who to speak with if you are not happy with the service?</li> <li>• What care duties would you be comfortable taking on?</li> <li>• Is there anything I can teach you to help you provide care?</li> <li>• How can I help you arrange and coordinate services?</li> </ul>

## Caregiver Experiences & Cycles of Change



Stage	Head, Heart, Hands	Use Emotional Intelligence
<b>1 UNINFORMED OPTIMISM.</b> Change is new. See benefits of change and have not experienced the potential negative impact. Emotions—happiness, sadness, anger or fear—are usually experienced at a low intensity.	Caregivers focus on getting things done (hands). 	To appeal to their head (think about the change and make plans) and heart (consider how they feel about the new change).
<b>2 INFORMED PESSIMISM.</b> Beginning to understand change and starting to feel some concerns about long-term impact of the change.	Caregivers focus on what they don't know (head). 	To help caregivers feel confident and motivated (heart) and learn the new skills (hands) for their caring role.
<b>3 HOPEFUL REALISM.</b> Emotions are high. Good understanding of the change but worry about future impact.	Caregivers feel very emotional (heart) 	To help caregivers reframe (head) and build confidence (hands), use empathy and recognize caregivers' emotional intensity, fears and concerns.
<b>4 INFORMED OPTIMISM.</b> Knowledge, skills, and desire to deal with the change and trust in future actions.	Caregivers balanced— know what to expect (head), feel certain (heart) and have abilities to provide care (hands). 	To reinforce this balance and help caregivers consider possibilities and options for the future.
<b>5 COMPLETION AND SUCCESS.</b> Benefits and value of the change is clear. Emotional intensity is low and once difficult and uncomfortable situations are now familiar and routine.	Caregivers are informed (head), positive (heart) and active (hands). 	To help caregivers reflect on their experience, build confidence, and remain upbeat.

The Canadian Home Care Association (CHCA) is a national non-profit association dedicated to strengthening integrated community-based care. Through our diverse membership, the CHCA represents public and private organizations that fund, administer and provide health care services in the home and community care sector.

Partners in Restorative Care is an innovative capacity-building project to enhance home care providers' abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers through Emotional Intelligence training.

This project is led by the Canadian Home Care Association and supported by a health funding contribution agreement from Health Canada.